

**CASTLEBERRY TELEPHONE COMPANY, INC.'S
BROADBAND INTERNET ACCESS SERVICE DISCLOSURES**

Scope of ISP's Coverage

Name of Filer. Castleberry Telephone Company, Inc.

FCC Registration Number. 0004317368

Trade name or DBA name. CTC Internet

Type of ISP service. Wired

Brief Description of Service Covered by Disclosure. Castleberry Telephone Company's broadband Internet service is delivered over fiber optic cables to the curb/cabinet (FTTC), which serves several customers. Each of Castleberry's customers has a connection to this platform via a pair of copper cables. Customers subscribing to Castleberry's cable service access the network using cable modems and can utilize wireless routers within the premises.

Effective Date of Disclosure. June 11, 2018

This broadband Internet service disclosure is a first-time disclosure.

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Certification of Filing Accuracy

I, Homer Holland, Secretary/Treasurer and General Manager for Castleberry Telephone Company, Inc., hereby certify that I have examined the information contained in the disclosure and that all information contained in the submission is true and correct to the best of my knowledge, information and belief.

06/19/18
Date

Homer Holland
Name: Homer Holland
Title: Secretary/Treasurer and General
Manager

CASTLEBERRY TELEPHONE COMPANY, INC.'S BROADBAND INTERNET ACCESS SERVICE DISCLOSURES

Pursuant to the terms and conditions of Castleberry Telephone Company, Inc.'s ("Castleberry") Service Application, Tariff, Customer Service Agreement and Acceptable Use Policy, Castleberry provides telecommunications, information and other services to its customers through Castleberry and those of its subsidiaries, affiliates and any other person or entity doing business as Castleberry Telephone or CTC Internet. Castleberry offers Asymmetric Digital Subscriber Line (aDSL) services via its own network facilities.

I. Network Management Practices

Congestion Management

In order to offer consumers affordable broadband service, all broadband providers make their services available over "shared" rather than "dedicated" networks. While shared networks typically cost less to build and operate, they are also more prone to congestion. Some consumer broadband services, like cable modem and mobile wireless service, are shared all the way from the consumer to the Internet, while other services, like DSL, are only partially shared because they offer a dedicated link over the "last mile" to the consumer. With any shared network, some limitations on the uses individual subscribers make of their service are inherently necessary to ensure that all customers collectively receive an acceptable level of service. Absent such limitations, excessive or inappropriate usage by a minority of users can negatively affect the Internet experience of all users.

Castleberry's network is designed to provide its customers with highly reliable Internet access and data transmission services via a variety of transmissions mediums that are monitored around the clock. Castleberry uses various tools and techniques to manage its network and deliver its services. These tools and techniques are dynamic, like the network and its usage, and can and do change frequently. For example, these network management activities may include (i) identifying spam and preventing its delivery to customer e-mail accounts, (ii) detecting malicious Internet traffic and preventing the distribution of viruses or other harmful code or content, (iii) temporarily delaying peer-to-peer sessions (or sessions using other applications or protocols) during periods of high network congestion, (iv) limiting the number of peer-to-peer sessions during periods of high network congestion, and (v) using other tools and techniques that Castleberry may be required to implement in order to meet its goal of delivering the best possible broadband Internet experience to all of its customers.

Specific Applications / Device Attachments

Not applicable. Castleberry does not block or rate-control specific protocols or protocol ports, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibit or favor certain applications or classes of applications. Castleberry does not impose any restrictions on the types of devices used to connect to its network.

Security Measures

Castleberry regularly monitors the technical performance of its network to provide a secure, high-quality broadband experience, and it will act to minimize the impact of threats to the security of the network – including threats posed by viruses, worms, spyware and spam –

that could lead to congestion and degraded performance. None of the security measures intended to prevent the spread of viruses, malware, spam or other threats to consumers should prevent you from running a mail server or web server using the broadband connection; however, Castleberry is not required to disclose internal network security measures, such as routing security practices, that do not directly bear on a consumer's choices regarding Internet access or services.

You are solely responsible for the security of any device you choose to connect when using Castleberry's services, including any data stored on that device. You assume any and all risks relating to the security of your communications, data and network and its potential access by others, including, but not limited to, the transmission of any computer virus or similar software which alters, disables or destroys, in whole or in part, the hardware, communications, data and/or network. You must take reasonable measures to protect the security of any such connected equipment, including maintaining at your cost an up-to-date version of anti-virus and/or firewall software to protect your computers from malicious programs. In the event of a malicious program infecting your computer that causes a violation of Castleberry's Acceptable Use Policy, as found at <http://cbtelco.com>, Castleberry may suspend your service until the problem is resolved; however, you will remain fully liable for all applicable monthly fees and charges during any period of suspension.

II. Service Descriptions and Performance Characteristics

One of the challenges associated with providing broadband Internet access is the fact that the end-to-end Internet throughput that customers experience – that is, the average rate of successful message delivery over the service connection, usually measured in bits per second (bit/s or bps), and sometimes in data packets per second or data packets per time slot – is largely outside the control of individual broadband providers like Castleberry. A myriad of factors ranging from the capacity of content providers' servers and connections, to the performance of a user's own computer can affect throughput. As a result, no provider can guarantee the end-to-end throughput speed across the Internet that a consumer will receive. Thus, when Castleberry offers service at a given speed, we are referring to the speed capability we provide to a customer's home, rather than the speed at which the customer's computer exchanges packets with other Internet end points. Castleberry provides broadband service in discrete, non-overlapping speed tiers. Castleberry will strive to provide service within the speed tier that you purchased; if we find that we are not providing service within the ordered speed tier, Castleberry will take action either to bring the service within the ordered tier or give you an option to move to a different tier. Your personal computer(s) or other premises equipment connected must meet the minimum hardware and software requirements necessary to access the Internet, as required in your specific situation or application.

Castleberry's Digital Subscriber Line (DSL) service provides digital data transmission over telephone wires, enabling simultaneous use of the telephone and data.

Castleberry's Asymmetric Digital Subscriber Line (aDSL) service provides digital data transmission at high bandwidths over telephone wires and simultaneously accommodates both analog (voice) and digital data on the same line. aDSL works by splitting the phone line into two frequency ranges: the frequencies below 4 kHz are reserved for voice, and the range above that is reserved for data. Castleberry offers the following aDSL services to the businesses and residences it serves:

1.5 MEG DSL Service - Unlimited Broadband access and access to the Internet, with download speeds of up to 1.5 Mbps and upload speeds of up to 512 Kbps; includes up to five (5) e-mail accounts with web-based e-mail access

3.0 MEG DSL Service - Unlimited Broadband access and access to the Internet, with download speeds of up to 3.0 Mbps and upload speeds of up to 512 Kbps; includes up to five (5) e-mail accounts with web-based e-mail access. This is the minimum speed required to stream SD and HD movies and television.

6.0 MEG DSL Service - Unlimited Broadband access and access to the Internet, with download speeds of up to 6.0 Mbps and upload speeds of up to 800 Kbps; includes up to five (5) e-mail accounts with web-based e-mail access

10.0 MEG DSL Service - Unlimited Broadband access and access to the Internet, with download speeds of up to 10.0 Mbps and upload speeds of up to 1024 Kbps; includes up to five (5) e-mail accounts with web-based e-mail access. This is the speed required to stream multiple devices at once.

Charges do not include any additional features or premium services.

DSL is a fixed-location service and may not be moved to a different residence or a different phone number without payment of new connection fees and a \$20.00 service charge.

The Castleberry system is engineered to help offset the impact of latency, which is the delay caused by sending signals from a customer's PC to the various points on the public Internet. Latency is typically defined in milliseconds. Castleberry's most recent analysis of network latency between a typical customer's PC and Castleberry's core routing facilities indicates average latency of approximately 1 millisecond. Castleberry strives to keep this particular measurement at less than 4 milliseconds. Various measurements of latency between a customer's PC and other points on the public Internet (e.g., a popular website) may vary substantially because of congestion or other network conditions over which Castleberry has no control. For most applications, this latency does not affect performance; however, there are some applications like voice over Internet protocol (telephone service delivered over the Internet, also known as VoIP), or real-time interactive gaming, where latency will have a noticeable effect on performance over the Castleberry network, as it would on any broadband service.

III. Commercial Terms

Base Pricing (additional packages including these basic services may be offered; additional charges may apply; promotional pricing may vary from stated rates)

Castleberry Data only (listed prices require subscription to local telephone service):

1.5 MEG DSL Service - \$29.99 per month

3.0 MEG DSL Service - \$39.99 per month

6.0 MEG DSL Service - \$49.99 per month

10.0 MEG DSL Service - \$59.99 per month

You may elect to purchase a standard DSL modem with wireless router from Castleberry for \$67.00, or a bonded modem (required for longer loop connections) at Castleberry's cost for

\$130.00. You may also purchase your own modem. Castleberry's modems are guaranteed to work correctly with the company's network infrastructure. Should you elect to purchase your modem from someone other than Castleberry, Castleberry cannot guarantee that the modem will be fully compatible with Castleberry's network. There is a one-time installation charge of \$20.00 to install your DSL and a \$15.00 charge to change DSL speeds; no charge is imposed for the first change.

Certain inside wiring and/or equipment may also be necessary in order to complete installation of DSL service. In particular, a phone filter must be installed for each phone in order for DSL to work, at a cost of \$1.71 per filter. Provided they have the necessary technology and equipment, Castleberry's technicians will assist in troubleshooting a customer's inside wiring at the prevailing hourly rate for those services. Additional assistance may be available to disabled customers who contact the company. The services require a working telephone line, and the customer is solely responsible for the costs associated, directly or indirectly, with said line.

Cancellation Fees and Termination of Service

You may cancel your order for Castleberry services before the first of the ordered services is installed, without charge. Service will be considered installed when such service is activated and ready for use, regardless of whether you are actually using such service or have connected it to any equipment inside your premises. If you cancel your order after installation, you will be responsible for all installation and connection charges, any billed or accrued, but unpaid, service charges through the date of cancellation (including for service paid in advance), and any charges for damaged or unreturned equipment.

The customer has the right to terminate access to Castleberry service at any time. Any termination notice may be by telephone or in person during normal business hours and must be acknowledged in writing. Termination of service after installation shall be effective upon five (5) business days' notice. The customer is responsible for all access and use of the service until the billing cycle has ended and the customer agreement has been terminated. Customers who seek to restore service following termination will also be subject to the terms of a new agreement, which may include payment of a new installation charge and any additional charges associated with installation or reconnection of the service, and/or a security deposit. A reconnection fee of \$15.00 for telephone service and \$15.00 for DSL service is due if Castleberry agrees to reconnect service to a customer whose service has been terminated due to any breach or violation of the terms and conditions of use of the service. Castleberry retains sole discretion as to whether to allow service to be reconnected after termination due to a breach or violation of the customer service agreement.

If the customer seeks to relocate service to another location within Castleberry's service area, the customer will be responsible for any installation and/or reconnection charges that arise from the relocation.

Should the service, or any portion, be terminated or suspended, all amounts owed for prior service will become immediately due and payable, and all of Castleberry's equipment relating to such service must be returned immediately. If you seek to restore your service after termination, you may be required to pay a new installation charge and any additional charges associated with installation or reconnection of your service. The customer remains liable for all other accrued, but unbilled charges through the termination date (including any charges paid in advance) and the reasonable costs of any action Castleberry may take to collect amounts not paid when due, including, but not limited to, the costs of a collection agency, reasonable attorney's fees and court costs.

Privacy Policies

Internet systems use public access facilities to transmit voice and data communications, and the privacy of such transmitted materials cannot be guaranteed. In particular, electronic mail passes through multiple mail servers on the Internet as it passes from source to destination, and Internet systems may carry material which may be considered abusive, profane or sexually offensive. Castleberry is not liable to its customers for any claims, loss, damages or cost that may result from lack of privacy on the system or from the content of such transmitted material.

Castleberry does not control, pre-screen or censor content placed on Castleberry's computer servers or the subscriber's use of or the content of the World Wide Web or of any newsgroups or other communications passing through its systems. Moreover, Castleberry does not have the practical ability to monitor, review, or restrict access to content on Castleberry's servers prior to its transmission or to monitor all communications between parties. Castleberry believes such choices should generally be left to the individual customer. Software tools are available to screen a customer account's access to newsgroups and websites that might be considered offensive. It is the customer's responsibility to make use of such tools, if desired. The customer is responsible for and bears all risk associated with the accuracy, completeness, reliability or usefulness of any content available on or through the service and for all customer communications on the service.

Newsgroup postings and other e-mail messages sent via the service and the Internet are communications between the senders and consenting receivers thereof, and Castleberry has neither the authority nor the responsibility to regulate their content. The views and comments expressed by the senders of such postings or messages are solely those of their authors and do not reflect any review, approval or endorsement by Castleberry. Castleberry will, however, attempt to assist customers who continually receive e-mail they deem to be objectionable and/or unsolicited e-mail and notify it of the problem.

Likewise, Castleberry does not routinely monitor the activity of individual service accounts for violations of its usage policies or agreements, except when determining aggregate bandwidth consumption or when examining mail on Castleberry's own mail servers when allowed under law or as part of system maintenance or troubleshooting – i.e., when investigating e-mail delivery problems or pursuant to a valid state or federal civil or investigative demand. However, Castleberry will respond appropriately if it becomes aware of inappropriate use of its services.

Castleberry and its suppliers reserve the right at any time to monitor bandwidth, usage, transmissions, and content in order to, among other things, operate the service, identify violators and/or protect the network, the services and Castleberry's users, although they have no legal obligation to do so. Castleberry prefers to inform customers of inappropriate activities and give them a reasonable period of time in which to take corrective action or to resolve their differences with other customers without its intervention. However, if the services are used in a way that Castleberry or its suppliers, in their sole discretion, believe violate its customer agreements, Castleberry or its suppliers may, without liability, take any responsive actions they deem appropriate under the circumstances, with or without notice to the customer, including, but not limited to, temporary or permanent removal of content, cancellation of newsgroup posts, filtering of Internet transmissions, and the immediate suspension or termination of all or any portion of the service. These actions are not exclusive remedies, and Castleberry may take any other legal or technical actions it deems appropriate, with or without prior notice to the customer.

Service Limitations

The Internet is an international computer network. The Internet is not owned, operated, or managed by, or in any way affiliated with Castleberry. The service provides you access to information, communications, software, photos, video, graphics, music, sounds, services and other material located both on Castleberry's computer servers and on the Internet. Castleberry cannot and does not guarantee that the service will provide Internet access that is sufficient to meet your needs. Neither does Castleberry guarantee that Castleberry-provided equipment or Internet package software is suitable or fit for any particular purpose. Any defects in the equipment or software, including manufacture or design, are the sole responsibility of the manufacturer of the equipment or software under the manufacturer's warranties, and Castleberry shall have no liability to the customer for any loss, damage, injury or expense of any kind or nature related directly or indirectly to any such equipment, software or Castleberry service. Use of the service, equipment and the Internet is solely at the customer's own risk and is subject to all applicable local, state, national and international laws and regulations.

Castleberry has no liability for any claims in any way related to the customer's inability or failure to perform research or related work or to work properly or completely or any lost profits damages relating to the customer's right or use of, or inability to use, the Internet or data. Use of any information obtained via the service is at the customer's own risk. Castleberry disclaims any responsibility for the accuracy or quality of information obtained through its services.

Further, Castleberry's services are subject to transmission limitations caused by atmospheric, topographical and any other like conditions. Additionally, services may be temporarily refused, limited, interrupted or curtailed due to government, regulations or orders, system capacity limitations, limitations imposed by an underlying communications carrier, or because of equipment modifications, upgrades, repairs or reallocations or other similar activities necessary or proper for the operation or improvement of Castleberry's Internet system. Castleberry shall in no event be liable for such service or equipment interruptions or delays in transmission, errors or defects in service or equipment when caused by acts of God, fire, war, riots, government authorities, default of supplier or other causes beyond its or any underlying communications carrier's control.

Unless otherwise authorized by Castleberry, you may not permit more than one high-speed Internet log-on session to be active at one time. A log-on session represents an active connection to your Internet access provider. The active session may be shared to connect multiple computers/devices within a single home or office location or within a single unit within a multiple dwelling unit (e.g., single apartment or office within an apartment or office complex) to your modem and/or router to access the service (including the establishment of a "WiFi" hotspot), but the service may only be used at (depending on the class of service ordered) the single home, office or commercial location (e.g., restaurant or coffee shop) or single unit within a multiple dwelling unit for which service is provisioned by Castleberry, unless otherwise authorized by the company. You may not use a WiFi hotspot in violation of the terms of your use agreements or in a way that circumvents Castleberry's ability to provide service to another customer (e.g., you cannot use a WiFi hotspot to provide service outside your single home or commercial location or outside your single unit within a multiple dwelling unit, and you cannot resell service provided over a WiFi hotspot unless approved by Castleberry in writing).

You may not use more than one IP address for each log on session unless an advanced service allocating you more than one IP address has been purchased. Service may be used to host a server, personal or commercial, as long as such server is used pursuant to the terms and

conditions applicable to the service, and not for any malicious purposes. You may not use the service for resale or license of any nature whatsoever without Castleberry's prior consent, which may be given or withheld in its sole discretion.

Use of the Service

Castleberry grants a non-exclusive, non-transferable, limited license to customers to store documents on the Castleberry Internet World Wide Web server in accordance with the customer agreement. Castleberry will bill for usage in accordance with rate and prices published by Castleberry at the time of use.

As a condition of use of the service, customers must agree not to publish on or over the Internet content that violates or infringes upon the rights of any other person. If Castleberry is challenged by any third party regarding the suitability of a customer's content, Castleberry may, at its sole discretion, delete the customer's content from the Internet service. Sending unsolicited e-mail advertising a service or website, newsgroup, etc. located or hosted within the service domain space or address space, or service otherwise associated with the service is also prohibited, regardless of e-mail point of origin. Additionally, using a Castleberry e-mail address or website address to collect responses from unsolicited e-mail is prohibited. Customers may not send unsolicited electronic mail to other Castleberry customers without Castleberry's explicit written permission for each instance of communication. Customers shall not knowingly collect or solicit personal information from a minor or use this service to harm a minor, including, but not limited to, using the service to send pornographic, obscene or profane materials involving a minor. A minor is defined as any person under nineteen (19) years of age.

Castleberry may also immediately terminate any account which it determines, in its sole discretion, is transmitting or is otherwise connected with any "spam" or other unsolicited bulk e-mail. If actual damages cannot be reasonably calculated or quantified, Castleberry may seek liquidated damages of five dollars (\$5.00) for each piece of "spam" or unsolicited bulk e-mail transmitted from or otherwise connected with your account.

Castleberry is not responsible for deleting or forwarding any e-mail sent to the wrong e-mail address by you or by someone else trying to send e-mail to you. Castleberry is also not responsible for forwarding email sent to any account that has been suspended or terminated. This e-mail will be returned to the sender, ignored, deleted or stored temporarily, at Castleberry's sole discretion. In the event Castleberry believes, in its sole discretion, that any customer name, account name or e-mail address (collectively, an "identifier") on the service may be used for, or is being used for, any misleading, fraudulent or other improper or illegal purpose, Castleberry (i) reserves the right to block access to and prevent the use of any of these identifiers and (ii) may at any time require any customer to change his or her identifier. In addition, Castleberry may at any time reserve any identifiers on the service for its own purposes. If a service account is terminated for any reason, all e-mail associated with that account (and any secondary accounts) will be permanently deleted, as well.

Customers may not, through action or inaction, allow the transmission of files that contain a virus or corrupted data. To protect our customers and the network, Castleberry may suspend and/or cancel a customer's account if it believes that the customer is transmitting a virus to other Internet users or Castleberry's network.

The customer does not own, nor have any rights, other than those expressly granted, to a particular IP address, even if you have ordered a static IP address. Neither does a customer

have any proprietary right in the Internet access account IDs provided by Castleberry, by which the customer may use Castleberry's Internet system.

Customers may report a violation of Castleberry's Acceptable Use Policy by e-mail to cbtel@cbtelco.com with sufficient information to investigate the report. During its investigation, Castleberry will, when feasible, contact the subscriber or others to seek additional information regarding the complaint. If the investigation reveals an apparent violation, Castleberry may, in its sole discretion, request that the subscriber correct the problem, suspend or terminate the subscriber's account, and, where appropriate, take legal action against the offending subscriber and report the violation to government authorities.

The customer is responsible for: (1) all access to and use or misuse of the service, even if the inappropriate activity was committed by a friend, family member, guest, customer, employee or any other person with access to your account or password(s), regardless of whether you authorized the use of the service; (2) ensuring that all end users, including WiFi users, comply with all terms of the Castleberry Acceptable Use Policy. You are solely responsible for obtaining sufficient identification of users of your WiFi network. You are responsible for any fees incurred for the service, or for software or other merchandise purchased through the service, or any other expenses incurred in accordance with Castleberry's applicable terms and conditions. Any use of the service other than as specified herein and under Castleberry's agreements with the customer may result in the immediate termination of the service, without prejudice to any other rights and remedies available to Castleberry at law and at equity.

Prohibited Uses and Activities

Castleberry's agreement with the customer prohibits service uses and activities that are illegal, infringe on the rights of others or interfere with or diminish the use and enjoyment of the service by others. Prohibited uses and activities include, but are not limited to, using the service, customer equipment or Castleberry's equipment, either individually or in combination with one another, as follows:

Conduct and Information Restrictions

Customers may not:

- undertake or accomplish any unlawful purpose, including, but not limited to, posting, storing, transmitting or disseminating information, data or material that is libelous, obscene, unlawful, threatening, abusive, harassing, deceptive, fraudulent or defamatory, or which infringes on the intellectual property rights of any person or entity, or which in any way constitutes or encourages conduct that would constitute a criminal offense or otherwise violate any local, state, federal or international law, order, or regulation;
- post, store, send, transmit, or disseminate any information or material which a reasonable person could deem to be indecent, pornographic, harassing, threatening, hateful or intimidating;
- upload, post, publish, transmit, reproduce, create derivative works of, or distribute in any way information, software or other material obtained through the service or otherwise that is protected by copyright or other proprietary right, without obtaining permission of the owner, including, but not limited to, links to such material, serial or registration numbers for software programs or pirated copyrighted content, such as authorized copies of music, video or other media files, whether through Internet Relay Chat or file sharing programs or services;

- transmit unsolicited bulk or commercial messages, commonly known as “spam,” to ten or more recipients;
- to forge electronic mail headers (including any portion of the Internet Protocol packet header and/or electronic mail address) or any other method used to forge, disguise or conceal the user’s identity when using the service, commonly known as “spoofing”;
- to use another Internet user’s electronic mail server to relay electronic mail without the explicit permission of that third party (“mail relay”);
- send numerous copies of the same or substantially similar messages, empty messages or messages which contain no substantive content, or send very large messages or files that disrupt a server, account, newsgroup or chat service;
- initiate, perpetuate or in any way participate in any pyramid or other illegal scheme;
- participate in the collection of e-mail addresses, screen names, or other identifiers of others (without their prior consent), a practice sometimes known as “spidering” or “harvesting,” or participate in the use of software (including “spyware”) designed to facilitate this activity;
- collect responses from unsolicited bulk messages;
- falsify, alter or remove message headers;
- falsify references to Castleberry or its network, by name or other identifier, in messages;
- impersonate any person or entity, engage in sender address falsification, forge anyone else’s digital or manual signature, or perform any other similar fraudulent activity (for example, “phishing”);
- violate the rules, regulations, or policies applicable to any network, server, computer database, or Web site that you access.

Technical Restrictions

Customers may not:

- attempt to interfere with or compromise the operation of Castleberry’s network in whole or part, to interfere with any of the equipment comprising the system, or to access other accounts or restricted areas of the system;
- access any other person’s computer or computer system, network, software, or data without his or her knowledge and consent; breach the security of another user or system; or attempt to circumvent the user authentication or security of any host, network, or account. This includes, but is not limited to, accessing data not intended for you, logging into or making use of a server or account you are not expressly authorized to access, or probing the security of other hosts, networks, or accounts without express permission to do so;
- use or distribute tools or devices designed or used for compromising security, such as password guessing programs, decoders, password gatherers, unauthorized keystroke loggers, analyzers, cracking tools, packet sniffers, encryption circumvention devices, or Trojan Horse programs. Unauthorized port scanning is strictly prohibited;
- copy, distribute, or sublicense any software provided in connection with the service by Castleberry or any third party, except that you may make one copy of each software program for back-up purposes only;
- distribute programs that make unauthorized changes to software (“cracks”);
- use or run dedicated, stand-alone equipment or servers from the premises that provide network content or any other services to anyone outside of your premises local area network (“Premises LAN”), also commonly referred to as public services or servers. Examples of prohibited equipment and servers include, but are not limited to, e-mail, Web hosting, file sharing, and proxy services and servers;

- use or run programs from the premises that provide network content or any other services to anyone outside of your Premises LAN, except for personal and non-commercial residential use;
- service, alter, modify, or tamper with Castleberry's equipment or service or permit any other person to do the same who is not authorized by Castleberry.

Network and Usage Restrictions

Customers shall not:

- restrict, inhibit, or otherwise interfere with the ability of any other person, regardless of intent, purpose or knowledge, to use or enjoy the service, including, without limitation, posting or transmitting any information or software which contains a worm, virus, lock, key, bomb, cancelbot or other harmful feature, or generating levels of traffic sufficient to impede others' ability to use, send, or retrieve information;
- restrict, inhibit, interfere with, or otherwise disrupt or cause a performance degradation, regardless of intent, purpose or knowledge, to the service or any Castleberry (or Castleberry supplier) host, server, backbone network, node or service, or otherwise cause a performance degradation to any Castleberry (or Castleberry supplier) facilities used to deliver the service;
- resell the service or otherwise make available to anyone outside the premises the ability to use the service (for example, though WiFi or other methods of networking), in whole or in part, directly or indirectly. The service is to be used for residential and small business purposes only. You agree not to use the service for operation as an Internet service provider or for any similar business purpose;
- connect the Castleberry equipment to any computer outside of your premises;
- interfere with computer networking or telecommunications service to any user, host or network, including, without limitation, denial of service attacks, flooding of a network, overloading a service, improper seizing and abusing operator privileges, and attempts to "crash" a host.

Castleberry is committed to complying with U.S. copyright and related laws and requires all customers and users of the service to comply with these laws. Accordingly, you may not store any material or content on, or disseminate any material or content over, the service (or any part of the service) in any manner that constitutes an infringement of third party intellectual property rights, including rights granted by U.S. copyright law.

Owners of copyrighted works who believe that their rights under U.S. copyright law have been infringed may take advantage of certain provisions of the Digital Millennium Copyright Act of 1998 (the "DMCA") to report alleged infringements. It is Castleberry's policy, in accordance with the DMCA and other applicable laws, to reserve the right to terminate the service provided to any customer or user who is either found to infringe third party copyright or other intellectual property rights, including repeat infringers, or who Castleberry, in its sole discretion, believes is infringing these rights. In the event of repeat copyright infringing activities, Castleberry may take additional steps to protect its network and subscribers, including, but not limited to, filtering IP addresses or disabling or, as appropriate, terminating subscriber accounts at any time with or without notice for any affected customer or user.

Copyright owners may report alleged infringements of their works that are stored on the service by sending Castleberry's authorized agent a notification of claimed infringement that satisfies the requirements of the DMCA. Upon Castleberry's receipt of a satisfactory notice of

claimed infringement for these works, Castleberry will respond expeditiously to either directly or indirectly (i) remove the allegedly infringing work(s) stored on the Service or (ii) disable access to the work(s). Castleberry will also notify the affected customer or user of the service of the removal or disabling of access to the work(s).

Redress Options

Customers may contact Castleberry via e-mail at cbtel@cbtelco.com for technical support. Technical support is available twenty-four hours a day, seven days a week for Internet service at 1-251-966-8324.

Castleberry's Customer Service is available to resolve customer complaints and questions by e-mail at cbtel@cbtelco.com; by mail to Castleberry Telephone Company, Inc., 1881 Cleveland Avenue, P.O. Box 37, Castleberry, Alabama 36432; and by telephone during the hours of 8:00 am to 4:00 pm Monday through Friday at 1-251-966-2110.

IV. Blocking

Castleberry is committed to providing high-quality Internet access services and being a responsible member of the Internet Community, including adhering to the "net neutrality" rules set forth by Federal Communications Commission (FCC). With regard to the above-referenced Internet access services, Castleberry does not block lawful websites, applications, services or non-harmful devices, nor does it block applications that compete with Castleberry's voice services.

V. Discrimination

Castleberry does not unreasonably discriminate in transmitting lawful network traffic.

VI. Throttling

Castleberry does not engage in any practice (other than reasonable network management elsewhere disclosed) that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

VII. Paid Prioritization

Castleberry does not engage in any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

VIII. Affiliated Prioritization

Castleberry does not engage in any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit any affiliate.